



TRICARE Consumer Watch

Region 9 ♦ Reporting Period January 2001 to December 2001

Region 9: Sample size - 2,725 Response rate - 24.6%

MHS: Sample size - 45,000 Response rate - 29.2%

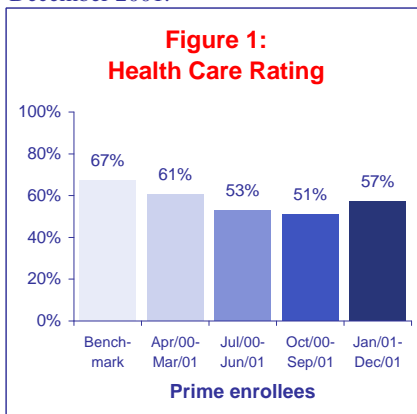
Inside Consumer Watch

TRICARE Consumer Watch is a brief summary of what TRICARE Prime enrollees in your region say about their healthcare. Data are taken from the Health Care Survey of DoD Beneficiaries (HCSDB)¹. The HCSDB uses questions from the Consumer Assessment of Health Plans Survey (CAHPS)², a survey designed to help consumers choose among health plans. Every quarter, a representative sample of TRICARE beneficiaries are asked about their care in the last 12 months and the results are adjusted for age and health status and reported in this publication. In addition, each quarter, Consumer Watch includes a special report on a different topic. The special report for this quarter describes TRICARE for Life implementation.

Scores are compared with averages taken from the National CAHPS Benchmarking Database (NCBD)³, which contains results from surveys given to beneficiaries by civilian health plans.

Health Care

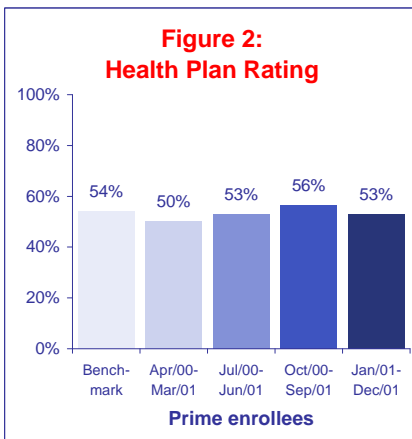
Prime enrollees were asked to rate their healthcare from 0 to 10, where 0 is worst and 10 is best. Figure 1 shows the percentage who rated their healthcare 8 or above for each of the following time periods: April 2000 to March 2001, July 2000 to June 2001, October 2000 to September 2001, and the current reporting period January 2001 to December 2001.



Health Plan

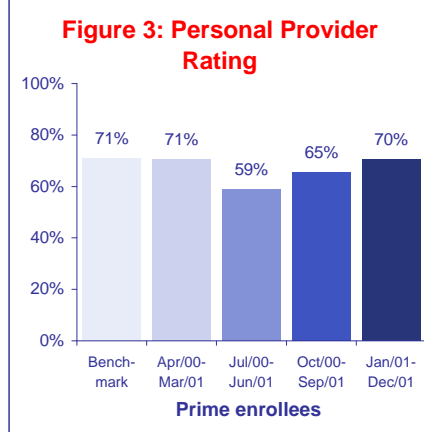
Prime enrollees were asked to rate their health plan from 0 to 10, where 0 is worst

and 10 is best. Figure 2 shows the percentage who rated their plan 8 or above for each reporting period.



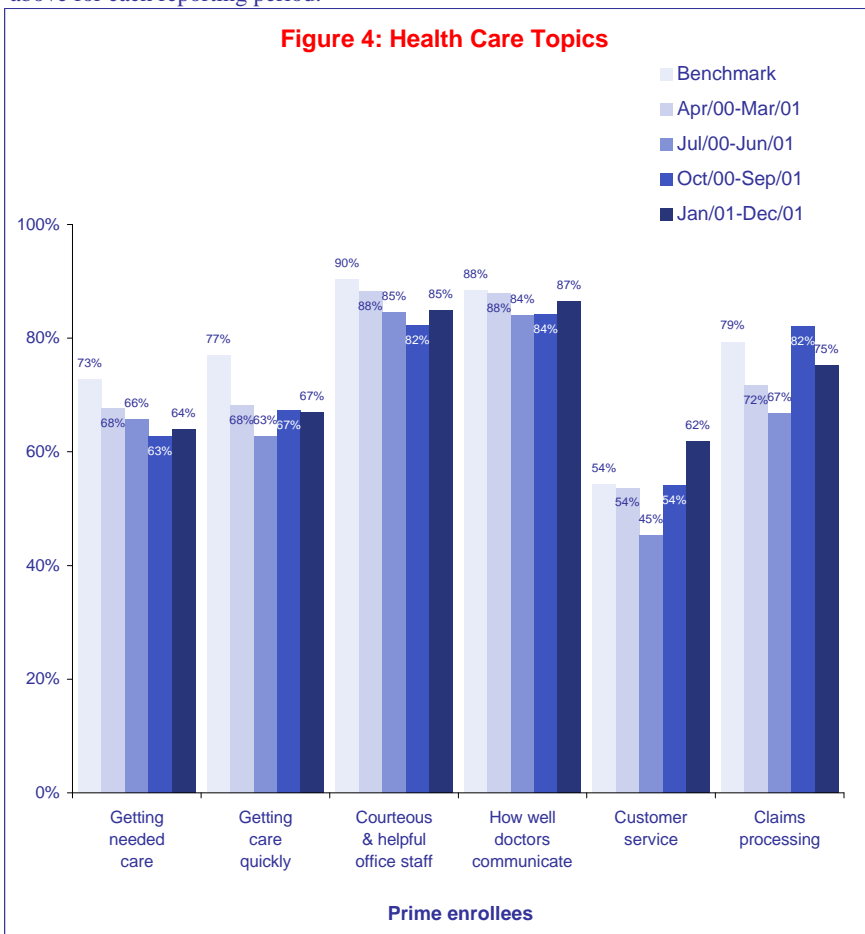
Personal Provider

Prime enrollees who have a personal provider were asked to rate their personal provider from 0 to 10, where 0 is worst and 10 is best. Figure 3 shows the percentage who rated their doctor 8 or above for each reporting period.



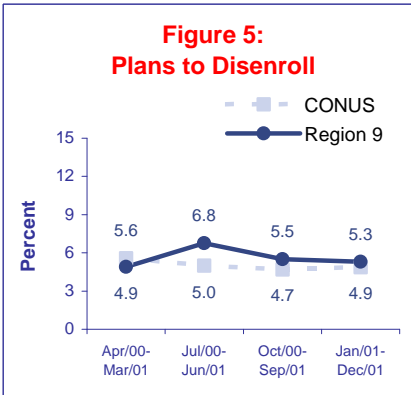
Health Care Topics

Health Care Topics are six scores that average together the results of related questions. Each score represents the percentage who "usually" or "always" got the treatment they wanted or had "no problem" getting the desired level of service for each reporting period.



Plans to Disenroll

Enrollees were asked whether they plan to disenroll from Prime. Figure 5 shows the percentage of retirees and family members of active duty or retirees who plan to disenroll.



Preventive Care

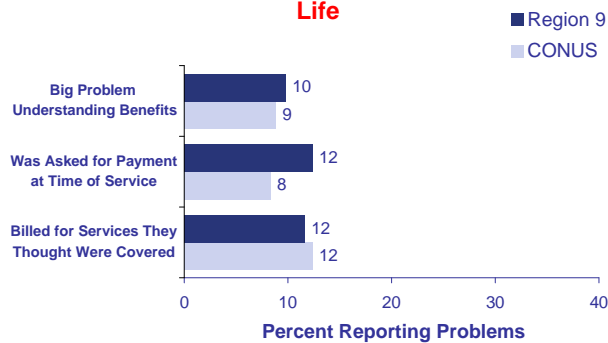
Type of Care	Apr/00 to Mar/01 Rate	Jul/00 to Jun/01 Rate	Oct/00 to Sep/01 Rate	Jan/01 to Dec/01 Rate	Healthy People 2010 Goal
Mammography (women ≥ 40)	76	84	77	82 (78)	70
Pap Smear (women ≥ 18)	88	94	95	92 (217)	90
Hypertension Screen (adults)	NA	90	87	91 (455)	95
Prenatal Care (in 1st trimester)	85	88	90	90 (35)	90

The Preventive Care table shows rates for the most recent four quarters of data for the following types of care: mammography for women age 40 and over; pap smear for women age 18 and over; hypertension screening for all adults; and prenatal care in the first trimester for women currently pregnant or pregnant in the past year.

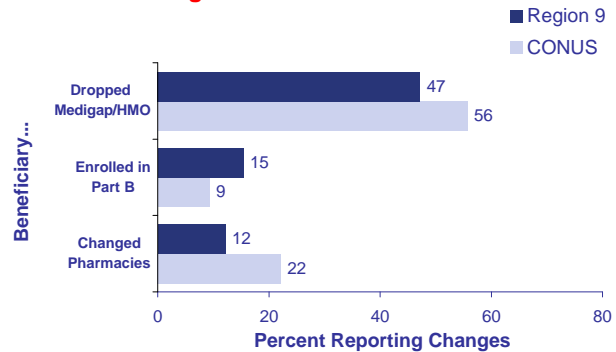
Special Report: TRICARE For Life Implementation

The graphs below show the experiences of beneficiaries age 65 and over with their new benefits under TRICARE For Life (TFL). The upper leftmost graph shows the proportion of beneficiaries who report specific problems with TFL. The graph to its right shows how beneficiaries have changed their insurance coverage and source of prescription drugs under TFL. The lower leftmost graph shows the proportion of beneficiaries who plan to get care from military, civilian, and VA facilities. The graph to its right shows the proportion of beneficiaries who would like more information about different aspects of TFL.

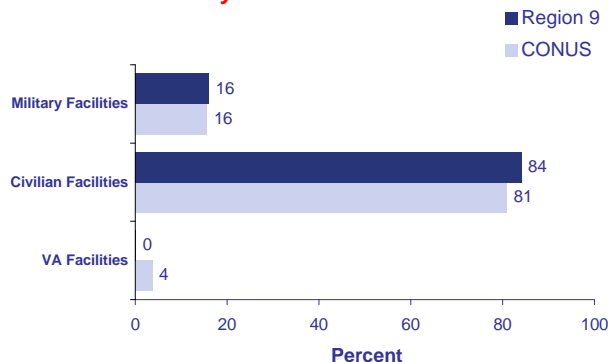
Beneficiaries' Problems with TRICARE for Life



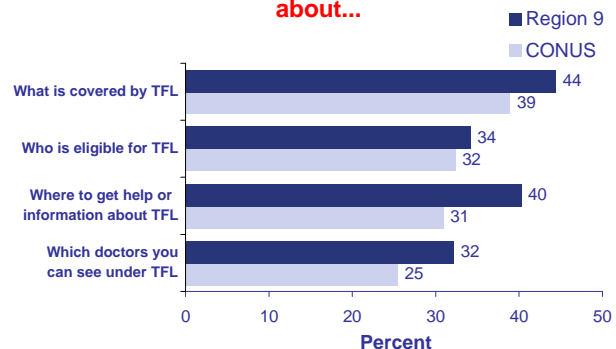
Changes Under TRICARE for Life



Beneficiary Plans to Get Care From...



Beneficiary Would Like More Information about...



* Not shown due to small sample size.

¹ For more information on the HCSDB go to <http://www.tricare.osd.mil/survey/hcsurvey>

² For more information on CAHPS go to <http://www.ahcpr.gov/qual/>

³ For more information on the NCBD go to <http://ncbd.cahps.org/>